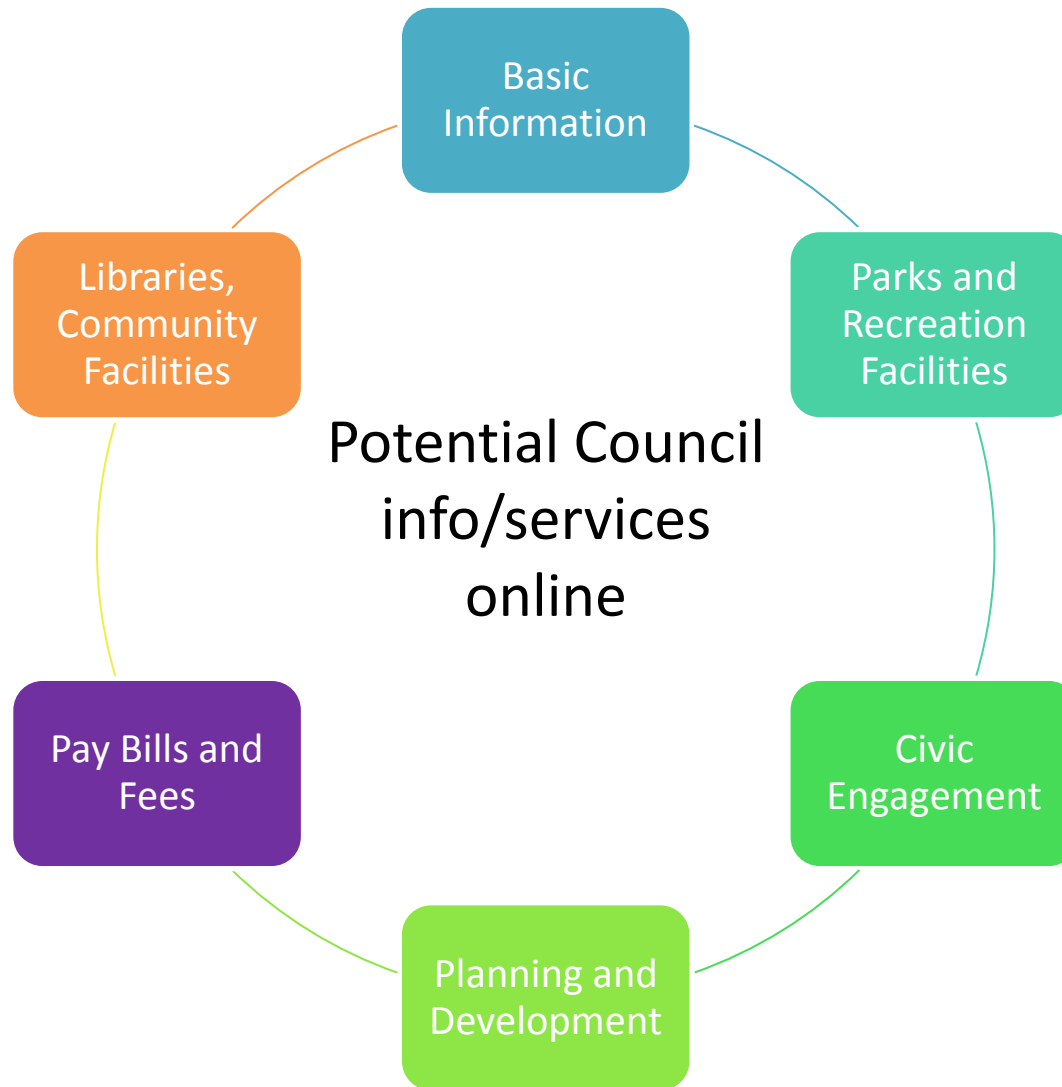


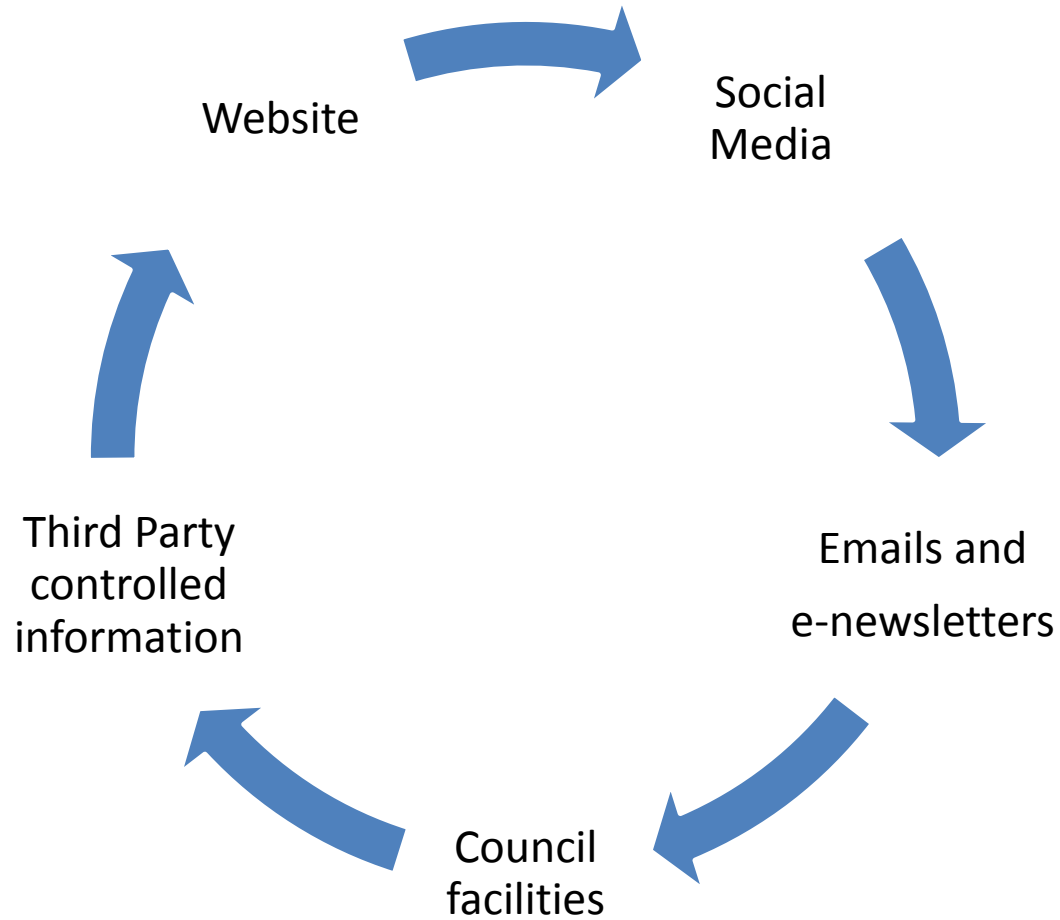
# Accessible Communication **Online**, what does it look like?



**Alex Varley**



# Online Communications



# Issues online for people with disabilities

- Can't see **visual-only** information
- Tables that I **can't navigate** through
- Little boxes that I have to click with **limited dexterity**
- Videos/audio I **can't hear**
- **Complex** language (CALD issue too)
- Reliance on **one form** of access only
- **Assume** I can access social media
- **Time** to find/complete a task
- Other **options** offline



# Website Accessibility

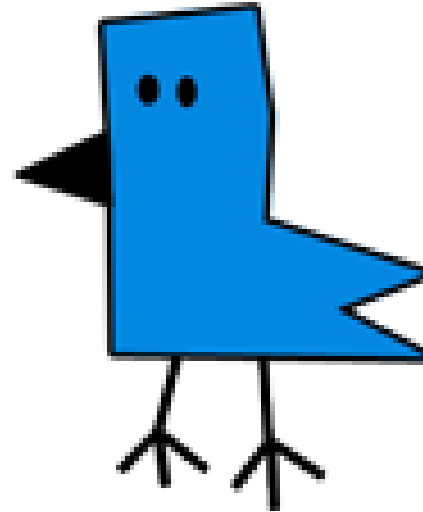
- Text alternatives
- Search engines,
- labelled images
- Font enlargement, colour contrast
- PDFs and non-accessible documents
- Date functions for booking not just click dates
- Video messages not captioned, described, transcript
- Content appears and operates in predictable ways
- Mobile versions and apps



You should test with real users

# Social media

- Which social media are accessible?
- Facebook
- Twitter
- YouTube
- Blogs
- Mobile apps and versions
- Supporting other languages
- Supplement other communications



# Council online facilities

- Libraries computer terminals basic set up – NVDA, Office 2010
- Basic training courses
- Council chambers – captioning/transcript of meetings
- Community Centres



# Third party information

- Online payment services
- Notices from developers
- Safety information
- Councillor information and notices
- Community health messages
- Events for community using council facilities





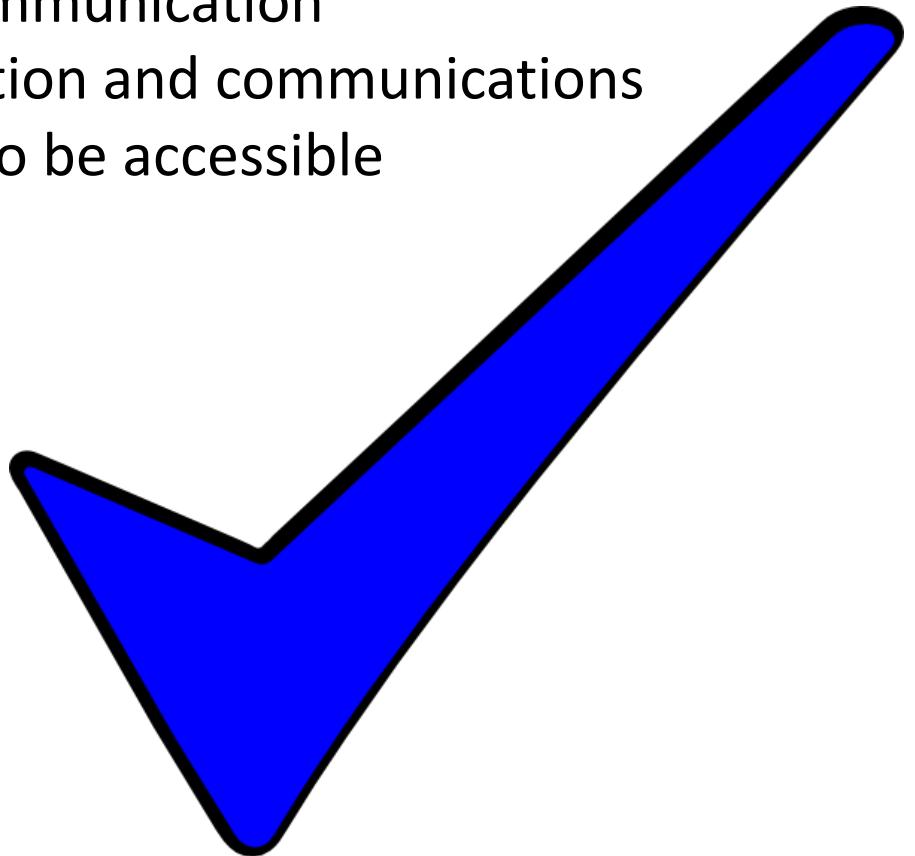
# Emails and e-newsletters

- Using accessible e-formats – MailChimp
- Reliance on pictures or alt text for images
- Are embedded links to accessible pages?
- Attached documents accessible – ie plans, change to service notices

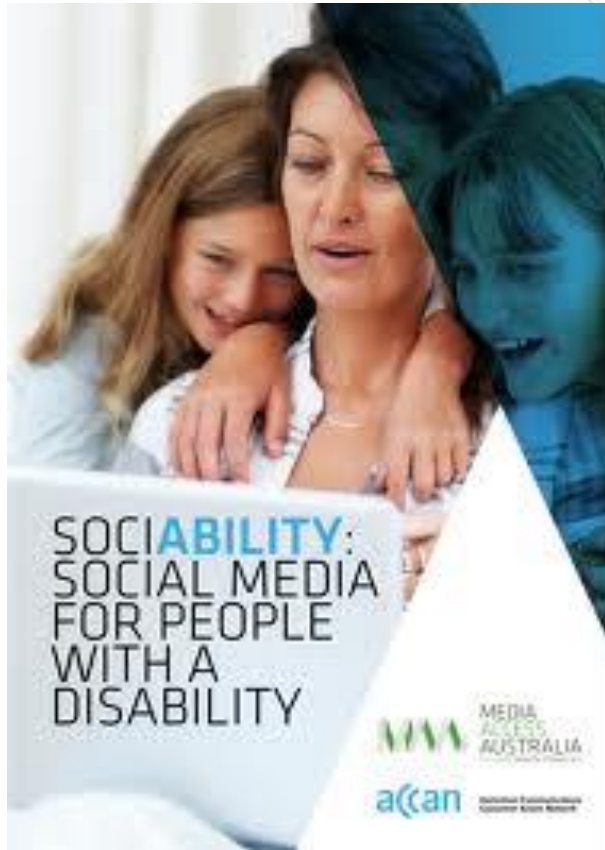


# What are the big issues?

- Non-accessible websites
- PDFs and inaccessible word docs
- Reliance on one form of communication
- Externally-sourced information and communications
- Community facilities need to be accessible
- Council leading by example



# Some Useful Resources



Contact:

[alex.varley@mediaaccess.org.au](mailto:alex.varley@mediaaccess.org.au)

[www.mediaaccess.org.au](http://www.mediaaccess.org.au)

